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**ANTECEDENTS OF SAFETY BEHAVIOUR AMONG HEALTHCARE WORKERS
IN HOSPITAL PAKAR SULTANAH FATIMAH, MUAR, JOHOR**

MOHD AIDIL BIN MUSA



**Thesis Submitted to
School of Business Management
Universiti Utara Malaysia
in Partial Fulfillment of the Requirement for the Master of Science
(Occupational Safety and Health Management)**



**Pusat Pengajian Pengurusan
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ABSTRAK

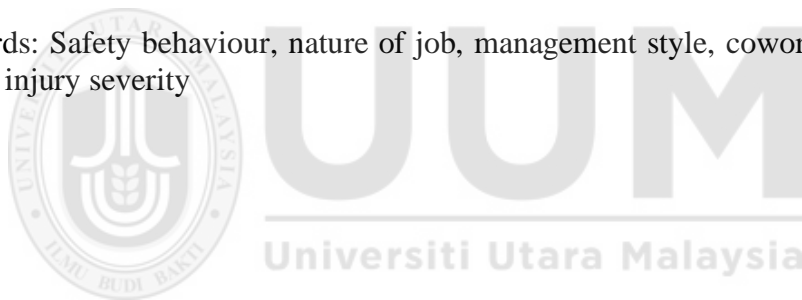
Tingkah laku keselamatan memberi impak kepada tindakan yang dapat di dilakukan untuk menangani masalah keselamatan dan kesihatan di tempat kerja. Tujuan kajian ini dijalankan untuk membuktikan perhubungan antara sifat kerja, gaya pengurusan, pengaruh rakan sekerja, serta tahap keterukan kecederaan yang boleh mempengaruhi tingkahlaku di tempat kerja dalam kalangan kakitangan kesihatan di Hospital Pakar Sultanah Fatimah Muar. Kajian telah dijalankan secara kaedah kuantitatif di mana data dan maklumat diperolehi melalui pendedaran borang soal selidik kepada 400 responden dalam kalangan kakitangan keselamatan dan sebanyak 307 responden telah memberi maklumbalas yang berada di mana mereka adalah dari pelbagai perjawatan petugas klinikal yang bertugas di Hospital Pakar Sultanah Fatimah Muar Johor. Data yang dikutip dan dianalisa dengan menggunakan perisian SPSS (Statistical Package for Social Science) versi 25. Hasil dapatan kajian menunjukkan perhubungan yang signifikan antara kesemua pembolehubah tidak bersandar; sifat kerja, gaya pengurusan, pengaruh rakan sekerja, serta tahap keterukan kecederaan kakitangan kesihatan terhadap pembolehubah bersandar iaitu tingkah laku keselamatan dalam senario laporan keganasan di Hospital Pakar Sultanah Fatimah Muar. Berdasarkan hasil dapatan kajian, dicadangkan agar organisasi dalam Kementerian Kesihatan Malaysia (KKM) harus berusaha gigih untuk meningkatkan kesedaran kakitangan kesihatan dan mengukuhkan latihan menangani keganasan bagi mengatasi isu keselamatan di tempat kerja.

Katakunci: Tingkah laku keselamatan, sifat kerja, gaya pengurusan, pengaruh rakan sekerja, tahap keterukan kecederaan.

ABSTRACT

Safety behavior impacts the actions that can be taken to address safety and health issues at the workplace. The purpose of this study was to determine the relationship between nature of job, management style, coworkers' influence, and the level of injury severity which may affect the safety behavior among healthcare workers at Sultanah Fatimah Muar Specialist Hospital. The study was conducted a quantitative method in which data and information were obtained through distributing the questionnaire to 400 respondents among the healthcare workers and 307 respondents gave their feedback which came from various clinical staff positions at the Sultanah Fatimah Muar Johor Specialist Hospital. Data were collected and analyzed using SPSS (Statistical Package for Social Science) software version 25. The results of the study showed significant correlations between all of the independent variables; nature of job, management style, coworkers' influence, and level of injury severity of the healthcare staff toward the dependent variable of safety behavior in the scenario of reporting violence at Sultanah Fatimah Muar Specialist Hospital. Based on the findings of the study, it is recommended that organizations within the Ministry of Health Malaysia (MoH) should work hard to raise awareness among healthcare staff and strengthen training on violence to address workplace safety issues.

Keywords: Safety behaviour, nature of job, management style, coworkers' influence, level of injury severity



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Mohd Aidil Bin Musa

School of Business Management

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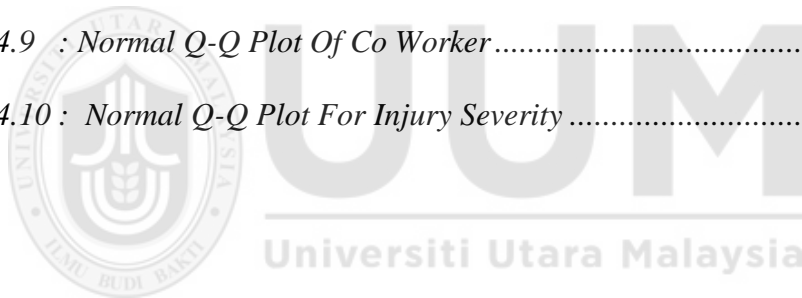


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LIST OF ABBREVIATIONS

HCW - Health Care Worker

HPSF - Hospital Pakar Sultanah Fatimah

PPP - Penolong Pegawai Perubatan

WPV - Workplace Violence

CDC - Centers for Disease Control and Prevention

NIOSH - National Institute for Occupational Safety and Health [CDC–NIOSH],



CHAPTER 1

INTRODUCTION

1.1 BACKGROUND OF THE STUDY

There are multiple classifications of hazard in the hospital setting. They can be physical, ergonomic, chemical, biological or psychological hazards. The potential threat in hospitals is biological factor mostly in the context of germs, which can spread from patient to medical practitioner. Patient-to-Healthcare worker (HCW) transmission of disease is possible through work activities and tools used in hospitals. Infectious pollutant can be present in the blood, serum, pus, sputum, and droplet. Nurses' safety actions introduced in hospital by universal SOP will prevent the transmission of occupational diseases from patients (Mathur, 2011). Safety behaviour is affecting the magnitude of underreporting workplace violence (WPV) among health care workers and it is difficult to quantify. By understanding the relationship among the safety behaviour to the most reason of underreporting WPV occurred, questionnaires can be used to measure safety behavior among workers (Findorff, McGovern, Wall, & Gerberich, 2005; Sato, Wakabayashi, Kiyoshi-Teo & Fukahori, 2013).

According to OSHA. Injury and Illness Prevention program, White paper. United State Department of Labor (2012), hospitals are one of the dangerous workplaces that can cause accidents and occupational related diseases. The number of work-related cases of injury and illness in hospitals are ranked first among other places of employment. Safety enforcement in hospital is a concern. Risks of injury and transmission of infectious diseases in hospitals can be avoided if all hospital HCWs practice good safety behaviors. Second, without knowing the full range of violent

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APPENDIX 1: SAMPLE OF QUESTIONNAIRE

Please provide the exact opinion / answer to every question. The feedback given will keep as privacy (For academic purpose) and you identity will be fully covered. This question contain in English and Malay Language / Please choose & circle the answer

Sila berikan jawapan/pandangan anda yang paling tepat terhadap setiap soalan. Makluman yang diberikan akan dipastikan sebagai "sulit" (untuk tujuan akademik) dan identiti anda akan dikekalkan sebagai rahsia. Soalan ini dalam Bahasa Inggeris dan Bahasa Melayu / Silih pilih & bulatkan jawapan anda.

Title : Antecedents Of Safety behaviour Among Healthcare Workers In Hospital Pakar Sultanah Fatimah, Muar, Johor

Tajuk : Faktor-faktor yang mempengaruhi kelakuan keselamatan di kalangan Anggota Kesihatan di Hospital Pakar Sultanah Fatimah Muar

Section A: Demographic Infomation / Seksyen A : Maklumat Demografi

- 1) Nationality / Kewarganegaraan:
 - a) Malaysia / *Malaysia*
 - b) Non Malaysia / *Bukan Warganegara Malaysia*

- 2) Position / Jawatan
 - a) Specialist / Pakar
 - b) Medical Officer / Pegawai Perubatan
 - c) Medical Assistant Officer / Penolong Pegawai Perubatan
 - d) Nurse / Jururawat
 - e) Assistant Nurse / Jururawat Masyarakat
 - f) Assistant Healthcare / Pembantu Perawatan Kesihatan

- 3) Marital status / *Status Perkahwinan*:
 - a) Single / *Bujang*

- b) Married / *Berkahwin*
- c) Widow / *Duda atau Janda*
- d) Divorce / *Berceraai*

4) Gender / *Jantina*:

- a) Male / *Lelaki*
- b) Female / *Perempuan*

5) Age / *Umur*:

- a) 18 – 29 years old
- b) 30 – 39 years old
- c) 40 – 49 years old
- d) 50 years old and above

6) Educational status/ Tahap Pendidikan:

- a) SPM
- b) Diploma's degree / *Sijil Diploma*
- c) Bachelor's degree / *Sijil Ijazah Sarjana Muda*
- d) Master's degree / *Sijil Sarjana*
- e) PHD

7) The total career experiences / *Tempoh Pengalaman Kerja*:

- a) 0-5 years / *0-5 tahun*
- b) 6-9 years / *6-9 tahun*
- c) 10 years and above / *10 tahun ke atas*

8) Do you ever experienced or involve in workplace violence? / *Pernahkah anda mengalami kejadian keganasan di tempat kerja?*

- a) Yes / *Ya*
- b) No / *Tidak*

QUESTIONNAIRE

Section B: Please choose the most reliable answer and circle it / Seksyen B : Sila pilih jawapan yang paling sesuai dan bulatkan.

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
1	2	3	4	5
Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree

Part 1: Nature of Job / Bahagian 1 (Norma Kerja)

1	I think that violence occur in my workplace is a apart of challenge of my job / Saya rasa kejadian keganasan yang berlaku di tempat kerja saya adalah sebahagian daripada cabaran kerja saya.	1	2	3	4	5
2	I am not willing to take time off to do the violence reporting / Saya tidak sanggup untuk meluangkan masa untuk menguruskan laporan keganasan jika ia berlaku.	1	2	3	4	5
3	I am afraid they will make a new safety rule as a result of my injury report that will make my job more difficult / Saya bimbang pengurusan akan mewujudkan satu peraturan baru disebabkan kejadian kecederaan yang saya alami.	1	2	3	4	5
4	The time that it takes to report the injury makes me fall behind on my work / Masa untuk saya membuat laporan akan mengganggu tugas harian saya.	1	2	3	4	5
5	Usually i will ignore any occurrence of workplace violence if it is not related to me / Biasanya saya akan mengabaikan keganasan di tempat kerja yang berlaku di tempat kerja saya jika tidak berkaitan dengan saya.	1	2	3	4	5

Part II: Management Style / Bahagian II : Gaya Pengurusan

1	Management always concern about my safety in my workplace / Pengurusan mengambil berat tentang keselamatan di tempat kerja saya.	1	2	3	4	5
2	To get feedback if the reporting done is so complicated / Mendapatkan maklumbalas jika pelaporan yang di buat adalah sangat rumit.	1	2	3	4	5
3	Management will retaliate against me if I report the injury / Pengurusan akan mengambil tindakan terhadap saya jika saya membuat laporan.	1	2	3	4	5
4	Management discourages me from reporting injuries / Pengurusan tidak menggalakkan saya untuk membuat laporan.	1	2	3	4	5
5	I don't know the real method to do the reporting of violence / Saya tidak tahu kaedah sebenar untuk membuat pelaporan jika berlaku keganasan di tempat kerja saya.	1	2	3	4	5
6	I do not want the "light duty" assignment that management will give me if i injured due to the violence in my workplace / Saya tidak mahu 'tugas ringan' yang akan pengurusan beri nanti jika saya mengalami kecederaan akibat kejadian keganasan di tempat kerja	1	2	3	4	5

Part III: Coworker Influences / Bahagian III: Pengaruh Rakan Sekerja

1	I am concerned about being labeled as a complainer by coworkers / Saya tidak mahu dilabelkan sebagai pengadu di kalangan rakan sekerja.	1	2	3	4	5
2	I am concerned about being kidded by coworkers as not being tough enough / Saya bimbang diperbudakkan oleh rakan sekerja kerana tidak mampu menghadapi cabaran kerja.	1	2	3	4	5

3	My co worker always discourage me to do the report because of the negative impact to my reputation / Rakan sekerja saya tidak menggalakkan saya membuat laporan kerana kesan negatifnya.	1	2	3	4	5
4	My co worker rarely practice the safety operating procedure while doing work / Rakan sekerja saya jarang mempraktikkan cara kerja selamat.	1	2	3	4	5
5	My co worker also don't know how to make a report for a violence occur in my worksite / Rakan sekerja saya juga tidak tahu bagaimana untuk membuat pelaporan keganasan tersebut.	1	2	3	4	5

Part IV: Level of Injury Severity / Bahagian IV: Tahap keterukan kecederaan

1	My injury was small, so I don't need to report it / Kecederaan saya kecil & saya tak perlu melaporkannya	1	2	3	4	5
2	I am not sure if my pain or symptoms are the result of work activities / Saya tidak pasti sakit atau simptom tersebut adalah disebabkan oleh aktiviti kerja saya.	1	2	3	4	5
3	I am worried that surgical procedures might be the recommended treatment if i injured due to violence occurred / Saya bimbang jika prosedur pembedahan merupakan rawatan yang disarankan jika saya tercedera akibat kejadian keganasan tersebut.	1	2	3	4	5
4	I will do the report if it does not harm to me or any of my co worker / Saya akan membuat laporan hanya jika ia tidak memberi kesan buruk kepada saya dan rakan saya.	1	2	3	4	5
5	I believe by doing reporting will consume much of time that the result of damage control / Saya percaya dengan membuat laporan hanya akan menggunakan lebih masa berbanding hasil keputusannya nanti.	1	2	3	4	5

Section C: Safety behaviour

1	I always encourage my co worker to follow the safety of procedure. Saya kerap menggalakkan rakan saya untuk mematuhi cara kerja selamat.	1	2	3	4	5
2	I will reprimand co worker who act unsafe in the workplace. <i>Saya akan menegur rakan sekerja yang mengamalkan cara kerja tidak selamat.</i>	1	2	3	4	5
3	I involve in the most of safety program in my workplace (exp.occupational safety commitee, fire drill, workplace inspection/audit, safety campaign etc.)	1	2	3	4	5
4	I give the opinion about the safety improvement to the management Saya memberi cadangan-cadangan terhadap penambahbaikan SOP kepada pihak pengurusan	1	2	3	4	5
5	I'm active to report the unsafe act and unsafe condition in my workplace. <i>Saya aktif melaporkan kelakuan dan keadaan tidak selamat di tempat kerja.</i>	1	2	3	4	5
6	I always inspect the environment to ensure it safe before I start working. <i>Saya sentiasa memeriksa keadaan keselamatan kawasan kerja saya sebelum memulakan tugas.</i>	1	2	3	4	5

END OF THE QUESTION

THANK YOU

APPENDIX 2 (ENGLISH): ETHICS INITIAL APPROVAL



JAWATANKUASA ETIKA & PENYELIDIKAN PERUBATAN
(Medical Research & Ethics Committee)
KEMENTERIAN KESIHATAN MALAYSIA
d/a Kompleks Institut Kesihatan Negara
Blok A, No 1, Jalan Setia Murni U13/S2,
Seksyen U13, Bandar Setia Alam,
40170 Shah Alam, Selangor.



Tel: 03-3362 8888/8205

Ref : KKM/NIHSEC/ P19-2091 (6)
Date: 27- September -2019

Mr MOHD AIDIL BIN MUSA
Sultanah Fatimah Specialist Hospital Muar

Dear Sir/ Mdm,

ETHICS INITIAL APPROVAL: NMRR-19-2590-50695 (IR)
ANTECEDENT OF SAFETY ACT BEHAVIOUR AMONG HEALTH CARE WORKER IN
HOSPITAL PAKAR SULTANAH FATIMAH MUAR, JOHOR

This letter is made in reference to the above matter.

2. The Medical Research and Ethics Committee (MREC), Ministry of Health Malaysia (MOH) has provided ethical approval for this study. Please take note that all records and data are to be kept strictly **CONFIDENTIAL** and can only be used for the purpose of this study. All precautions are to be taken to maintain data confidentiality. Permission from the District Health Officer / Hospital Administrator / Hospital Director and all relevant heads of departments / units where the study will be carried out must be obtained prior to the study. You are required to follow and comply with their decision and all other relevant regulations, including the Access to Biological and Benefit Sharing Act 2017.

3. The investigators and study sites involved in this study are:

Sultanah Fatimah Specialist Hospital Muar
Mr MOHD AIDIL BIN MUSA (Penyelidik Utama)

4. The following study documents have been received and reviewed with reference to the above study:

Documents received and reviewed with reference to the above study:

1. Study Protocol Version 1, dated 10 -September- 2019
2. Patient information sheet (English) & Informed Consent Form (English) Version 1, dated 10 - September- 2019
3. Patient information sheet (Malay) & Informed Consent Form (Malay) Version 1, dated 10 - September- 2019
4. Questionnaire Version 1, dated 10 -September- 2019
5. Investigator's documents : Declaration of Conflict of Interest (COI), IA-HOD-IA, and CV:
a) Mr MOHD AIDIL BIN MUSA (Penyelidik Utama)

5. Please note that ethical approval is valid until **26 - September -2020**. The following are to be reported upon receiving ethical approval. Required forms can be obtained from the Medical Research Ethics Committee (MREC) website (<http://www.nih.gov.my/mrec>).

- i. **Continuing Review Form** has to be submitted to MREC within 2 month (60 days) prior to the expiry of ethical approval.
- ii. **Study Final Report** upon study completion to the MREC.
- iii. Ethical approval is required in the case of **amendments / changes to the study documents/ study sites/ study team**. MREC reserves the right to withdraw ethical approval if changes to study documents are not completely declared.

KKM/NIHSEC/ P19-2091 (6)

6. This study involves the following methods:

1. Questionnaire

7. Please take note that the reference number for this letter must be stated in all correspondence related to this study to facilitate the process.

Comments (if any): NIL

Project Sites:

Sultanah Fatimah Specialist Hospital Muar

Decision by Medical Research & Ethics Committee:

(☒) Approved

(☐) Disapproved

Date of Approval : 27- September -2019



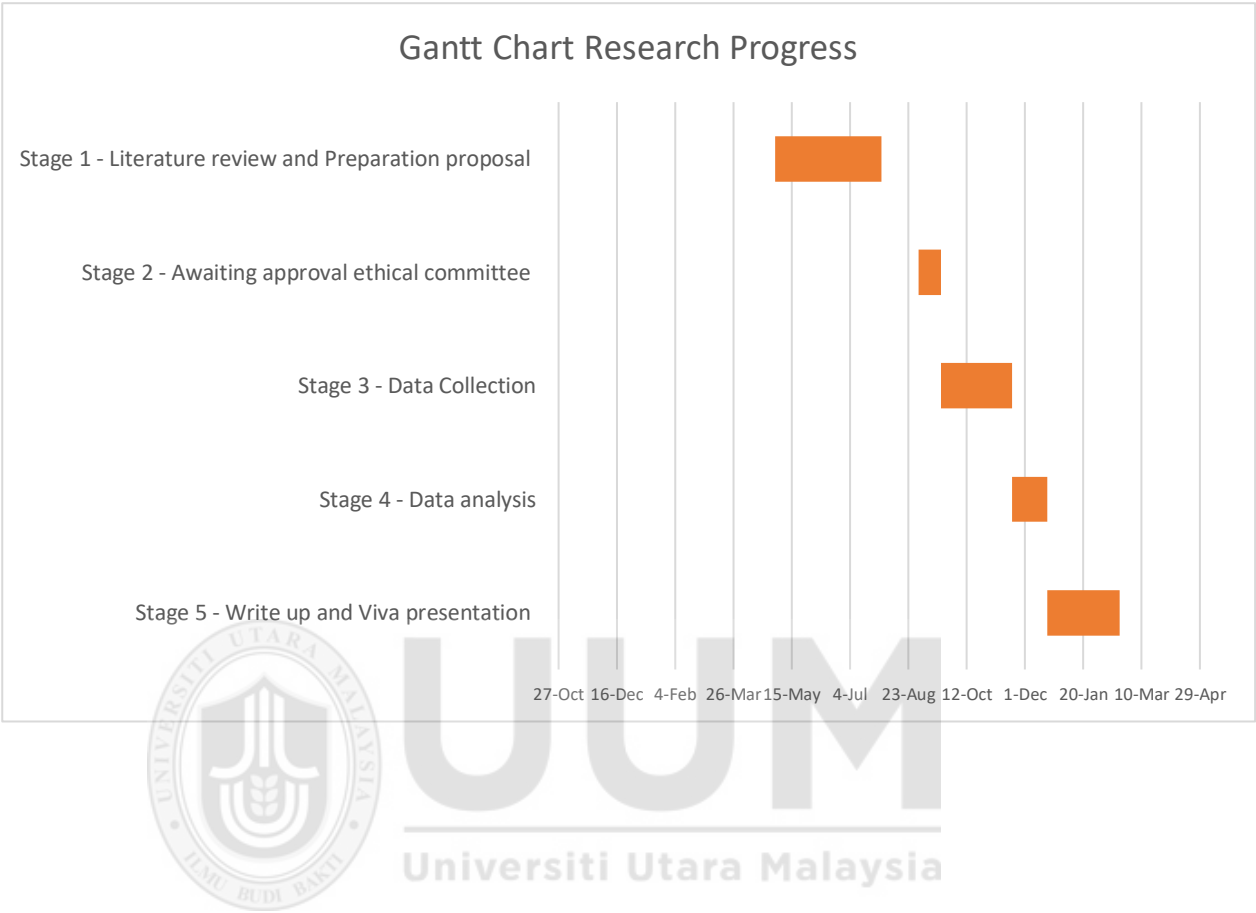
DR HJH SALINA ABDUL AZIZ
Chairperson
Medical Research & Ethics Committee
Ministry of Health Malaysia
MMC No: 27117

NAVApr090219/Ministram



UUM
Universiti Utara Malaysia

APPENDIX 3: GANTT CHART FOR RESEARCH PROGRESS



APPENDIX 4: DATA COLLECTION

	OTHMAN YEOP ABDULLAH GRADUATE SCHOOL OF BUSINESS Universiti Utara Malaysia 06010 UUM SINTOK KEDAH DARUL AMAN MALAYSIA	 UUM Universiti Utara Malaysia
		<small>Tel.: 604-928 7101/7113/7130 Faks (Fax): 604-928 7160 Laman Web (Web): www.oayagab.uum.edu.my</small>

UUM/OYAGSB/R-4/4/1
29 August 2019

Pengarah
Hospital Pakar Sultanah Fatimah Muar, Jalan Salleh
84000 Muar, Johor

Dear Sir/Madam

DATA COLLECTION

COURSE: Research Paper
COURSE CODE: BPMZ69912
LECTURER: Assoc. Prof. Dr. Mohd Faizal Bin Mohd Isa

This is to certify that the following is a postgraduate student from the Othman Yeop Abdullah Graduate School of Business, Universiti Utara Malaysia. He is pursuing the above mentioned course which requires him to undertake an academic study and prepare an assignment. The details are as follows:

NO.	NAME	MATRIC NO.
1.	Mohd Aidil Bin Musa	823728

In this regard, I hope that you could kindly provide assistance and cooperation for him to successfully complete the assignment given. All the information gathered will be strictly used for academic purposes only.

Your cooperation and assistance is very much appreciated.

Thank you.

"BERKHIDMAT UNTUK NEGARA"
"KEDAH AMAN MAKMUR – HARAPAN BERSAMA MAKMURKAN KEDAH"
"ILMU, BUDI, BAKTI"

Yours faithfully,


ROZITA BINTI RAMLI
Assistant Registrar
for Dean
Othman Yeop Abdullah Graduate School of Business

c.c - Student's File (823728)

Universiti Pengurusan Terkemuka
The Eminent Management University

